

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

16-003

EFFECTIVE DATE:

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|--|---|---|-------------|
| DGS OFFICE OR CLIENT AGENCY EMS Authority | | POSITION NUMBER (Agency - Unit - Class - Serial) - - - | |
| UNIT NAME AND CITY LOCATED Information Technology – Rancho Cordova | | CLASS TITLE Staff Information Systems Analyst | |
| WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m. | | SPECIFIC LOCATION ASSIGNED TO Sacramento | |
| PROPOSED INCUMBENT (If known) | | CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-400-1312-001 | |
| YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU. | | | |
| BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general supervision of the Chief Information Officer, the Staff Information Systems Analyst acts as a project leader on complex information technology studies or systems and performs complex analytical studies as the advanced technical specialist and will be responsible for the following duties: | | | |
| % of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i> | | |
| 25% | ESSENTIAL FUNCTIONS Ensure the proper policies and procedures are being followed; this work will be performed in accordance with Emergency Medical Services (EMS) Authority's Information Technology (IT) standards and in compliance with the EMS Authority's Information Security Policies and Procedures. In order to comply with requirements set by the Office of Information Security and Privacy Protection (OISPP), the incumbent acts as the EMS Authority's Information Security Officer: <ul style="list-style-type: none"> Independently investigates, resolves, and reports all information security incidents to the Office of Information Security (OIS) within the Office of the Chief Information Officer (OCIO) to the OISPP as required, using OISPP standard forms and reports. Upholds the EMS Authority's security policy by researching and proposing policy modifications to the Chief Information Officer as required conforming to OISPP directives. Completes disaster recovery planning and department-wide risk assessments. Conducts and documents information security awareness training for all agency employees on an annual basis. Reports security metrics using methodologies developed by the OIS. Participates in activities coordinated by the OIS to address security incidents and critical cyber security threats to the state. Reports new OISPP requirements to the Chief Information Officer and attends OISPP meetings as the department's representative. | | |
| SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE | | | |
| SUPERVISOR'S NAME (Print) | | SUPERVISOR'S SIGNATURE | DATE |
| EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT | | | |
| The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload. | | | |
| EMPLOYEE'S NAME (Print) | | EMPLOYEE'S SIGNATURE | DATE |

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| 20% | <p>In order to ensure the integrity of EMSAs electronic information processing system, the incumbent serves as the advanced technical specialist and provides support to the Windows server and network environment:</p> <ul style="list-style-type: none"> • Provides timely support on a wide range of complex system issues within the department. • Studies performance and/or security issues in the network environment. • Collaborates with the network administrator to define and implement a plan to address issues. • Serves as the primary resource for installing and maintaining desktop computers within the department. |
| 20% | <p>In order to provide timely and accurate follow-up to client's service calls:</p> <ul style="list-style-type: none"> • Independently researches, resolves and prioritizes the EMS Authority Help Desk calls and updates progress on these tickets by utilizing the Spiceworks database tool. • Resolves change requests or issues through use of analysis and problem solving skills. • Advises the help request submitter of actions taken and actions that may be necessary to preclude problems from recurring. • Closes the associated help desk ticket with the appropriate documentation in a timely manner. |
| 15% | <p>In order to maintain the departmental website for the EMS Authority as required by the governor through directives of the OCIO, the incumbent serves as the advanced technical expert for the EMS Authority website:</p> <ul style="list-style-type: none"> • Maintains the existing pages on the EMS Authority website adding and deleting pages as required. • Periodically refreshes the format of the EMS Authority website as required by the OCIO. • Collaborates with departmental program managers or their designees to keep the program pages up to date. • Assists program managers in analyzing their software needs and specifying potential solutions to meet those needs. • Participates in the State Webmasters User Group to keep the EMS Authority website in conformance with changing standards. • Makes recommendations on web design alternatives to ensure easier public access to information on the EMS Authority website. |
| 15% | <p>In order to insure secure Internet access for EMS Authority staff:</p> <ul style="list-style-type: none"> • Serves as technical analyst in the configuration of the EMS Authority firewalls, advises staff and documents changes made to firewalls. • Advises certifying entity users of the statewide EMT registry to resolve access and web service problems. • Independently develops and implements changes made to the EMS Authority firewall and other communication devices. • Collaborates with Office of Technology Services (OTech) staff to resolve communication problems. |
| 5% | <p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Provides miscellaneous technical support services as needed. |

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| | <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; trouble-shooting procedures; technical report writing and state information security requirements and practices.</p> <p>Ability to: Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate effectively.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Knowledge of State of California information security rules and practices. • Knowledge of various software applications and technologies, including, but not limited to Windows Server Administrative Tools, Kaspersky Endpoint Security 10, and Managed Malwarebytes. • Proficiency with Microsoft desktop and server operating systems; Microsoft Office Suite of tools; Desktop and Printer hardware configuration, implementation and administration. • Ability to learn new technologies quickly and thoroughly. • Ability to maintain required job schedule. • Ability to act independently and effectively handle multiple tasks with rapidly changing priorities. • Ability to focus attention on details and follow work policies and procedures. • Ability to work independently and as a team. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Be tactful, open-minded, and flexible to other ideas and solutions. • Demonstrated leadership ability. • Ability to receive and follow direction from supervisors. • Be customer driven. Define and implement solution with concern for the impact on users ability to meet their business objectives. <p>SPECIAL REQUIREMENTS</p> <p>During emergency operations, may be required to work in EMS Authority's Departmental Operations Center, other governmental Emergency Operations Centers or in EMS Authority's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.</p> <p>Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.</p> |

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| | <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED</p> <ul style="list-style-type: none">• Office environment, professional work attire.• Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins , and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.• Daily and frequent use of personal computer related software applications, and peripherals and applications at a workstation.• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.• Ability to move about in the installation and maintenance of equipment in easy and difficult to access locations.• Ability to lift up to 50 pounds• Ability to travel on an occasional basis and occasionally work overtime. |